

Working remotely with Microsoft Teams safely and productive

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COVID-19 is a fast growing and unique challenge to organisations globally. A significant number of organisations have turned to cloud solutions to facilitate the large demand for many, or in some cases all employees to work remotely. You want your employees to work safely, feel connected and stay productive.

The use of IT resources, in many cases cloud solutions, has grown significantly for most organisations in the last weeks.

In a very short timeframe remote work scenarios had to be implemented or to be scaled up in order to meet the large demand to facilitate a large percentage of all employees working remotely.

Although remote work scenarios are not new to many companies, the current situation represents an extraordinary challenge on both the technical aspects as well as many of the work processes.

Microsoft Teams

The necessity to have entire teams working in physically separate environments, makes it clear how important it is to enable and secure the right technology to empower remote work and virtual collaboration.

Organisations all over the world are looking at collaboration tools such as Microsoft Teams, Slack and many other tools to ensure that business is not disrupted or can at least continue at the desired level.

We see a lot of organisations that have Microsoft Teams running, but are not working really together and reaping the benefits of this solution to its maximum.

At KPMG we have created a team that is ready to support you in making the technical and organisational shift towards a company-wide and future-proof solution.

SHORT-TERM ACTIONS

In the short term, your organisation should focus on where the highest value is by looking at its own core business and operations:

Identify your business-critical needs

- Identify the primary functions of your business
- Define the most common and critical tasks your organisation performs
- Select the key stakeholders performing those tasks
- Define a strategy and scope (e.g. POC per department/team) to kick off your transformation
- Design an emergency plan to implement

Define your technical and security requirements

- Identify your system and technical requirements
- Ensure integration with your current IT infrastructure and applications
- Establish your security baseline
- Define your identity management strategy
- Assess your performance requirements
- Involve your legal & compliance teams

Activate your key functionalities

- Identify the functionality required to deliver on the business-critical needs
- Assess which applications and tools meet the requirements
- Based on the POC scope / business units, stakeholders and technical and security analysis, activate and launch the key applications and functionalities that deliver quick wins to the organisation

ORGANISATION-WIDE ADOPTION

In the longer term, your organisation should assess how to scale up the implementation of the new solution, not only from a technology but also from a people's perspective:

Describe your working environment and set up your governance

- Create and validate the plan for scaling up the most critical work scenarios
- Describe the personas and roles in place across the whole organisation
- Select the use cases and scenarios that are relevant for the scope of your transformation
- Select the applications and tools that enable each persona and scenario in the most optimal way
- Set up the right governance model

Scale up your solution across the organisation

- Select a technical implementation partner for your transformation
- Involve all stakeholders concerned and work with them to make sure the transformation plan and value is clear
- Ensure that a solid change management process is in place
- Coordinate the implementation across your organisation and deliver the required results

VIRTUAL WORK (TEAM) SCENARIOS

Your organisation should assess how to scale up the implementation of the new solution, not only from a technology but also from a people's perspective:

Open and continuous communication

Communicate on a daily basis and whenever necessary, keep track of all actions, timelines and budget:

- Daily stand-up
- Weekly operational checkpoint
- Additional checkpoints

Documents sharing

Safely enabling information management and sharing:

- Exchange of documentation and information across departments and with clients, contractors and service providers

Some or all of the services described herein may not be permissible for KPMG audit clients and their affiliates or related entities.

Content development

Working closely together and jointly contributing to the final result:

- Develop and implement solutions and products
- Continuously align and discuss progress and feedback with all stakeholders concerned

Reporting

Providing visibility of the progress and aligning with the client on how to present the final output:

- 'This Week Next Week' reports
- Present and share regular and formal updates about progress
- Present and share formal outputs, results and/or products

Our promise is to deliver a functional environment on top of a solid basis of principles and guidelines that can be used immediately and to scale up the solution to the whole organisation

Set up the technical and security aspects

- Your organisation knows what technical aspects must be considered, has defined principles and baselines that ensure a safe and functional environment and implemented them for the first set of users to benefit from the new environment.

Way of working

- Your people have a clear understanding of the rules of the game and how each team can benefit fully of the new environment.

Training & Guidance

- You can rely on our support to optimise your people's learning curve through training and materials that can help everybody to quickly get acquainted with the new environment.

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